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Rev 04/04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Is re application : Jeffrey Delaney et al.  
Application No. : 09/496,170  
Filed : February 1, 2000  
Confirmation No. : 5831  
For : MULTI-MODE MESSAGE ROUTING AND  
MANAGEMENT  
Examiner : Hoosain, Allen  
Attorney's Docket : EWW-001XX

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TC Art Unit: 2645

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5/17/04

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AMENDMENT PURSUANT TO 37 C.F.R. §1.116

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated February 11, 2004,  
please amend the above identified patent application as follows.